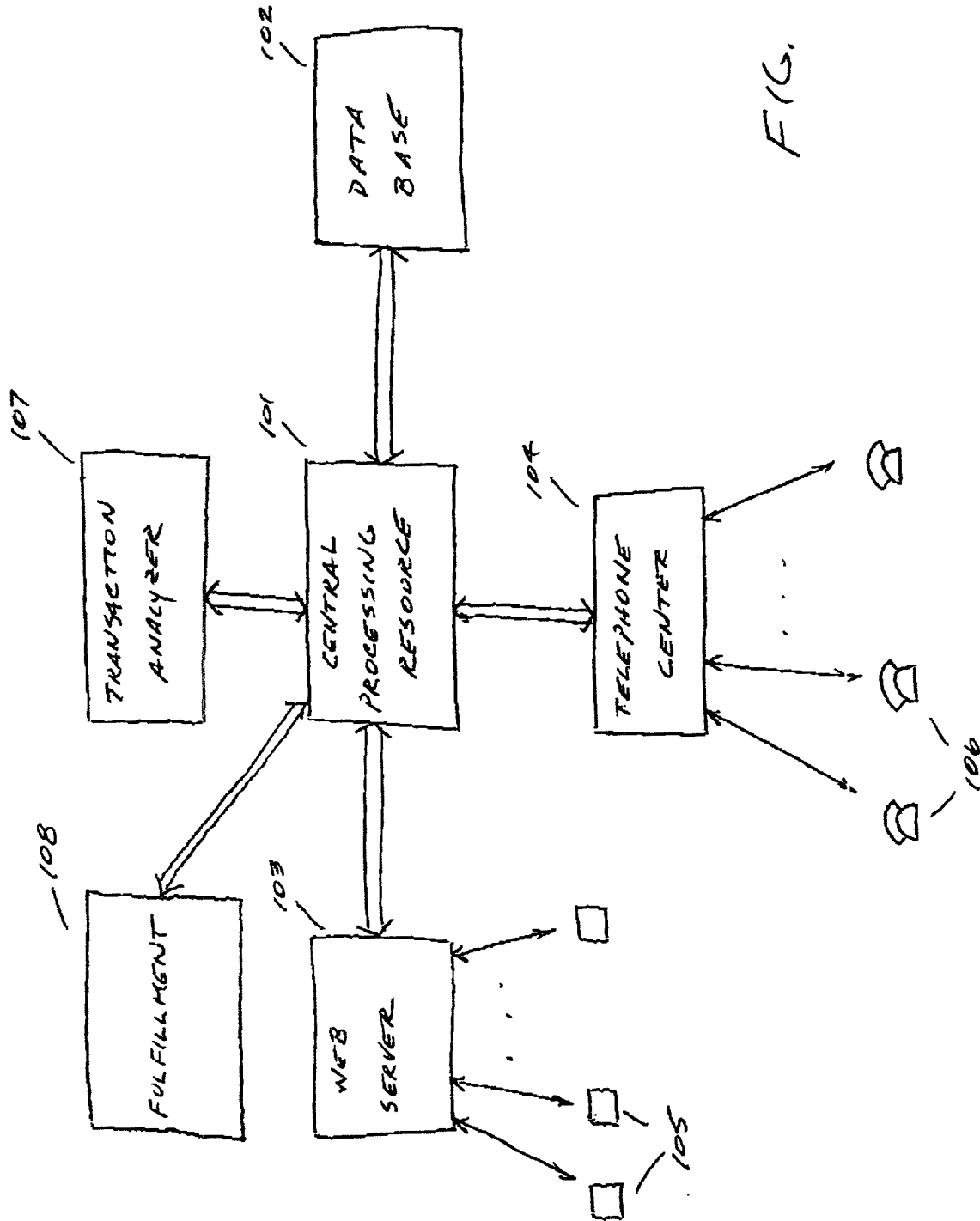


100

FIG. 1 is a block diagram of a system for processing transactions. The system includes a central processing resource (101) which is connected to a data base (102), a transaction analyzer (107), a fulfillment module (108), a web server (103), and a telephone center (104). The web server (103) is connected to a plurality of client devices (105). The telephone center (104) is connected to a plurality of telephone sets (106).

FIG. 1



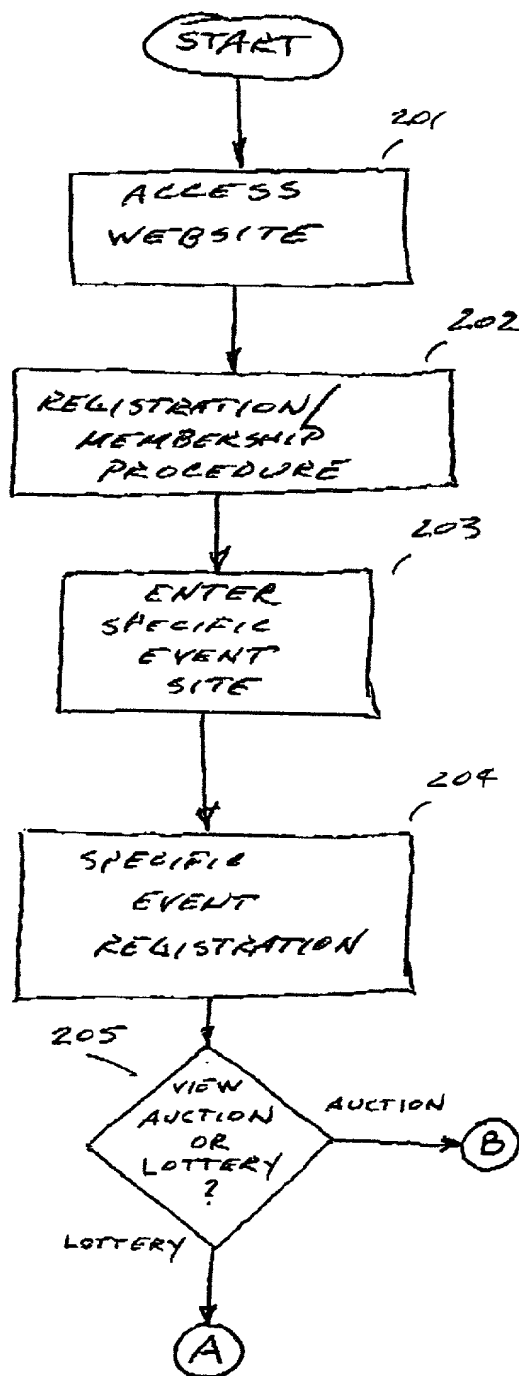


FIG. 2

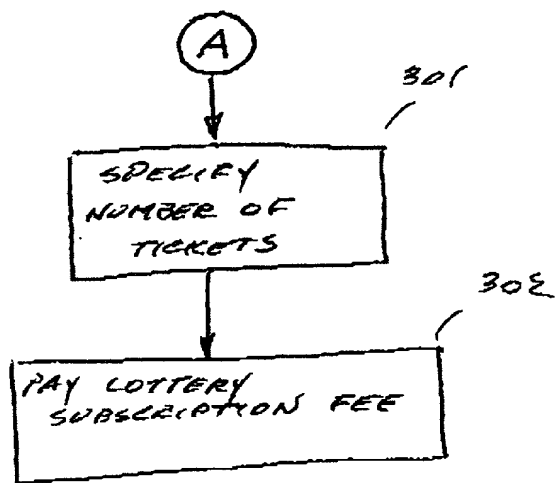


FIG. 3

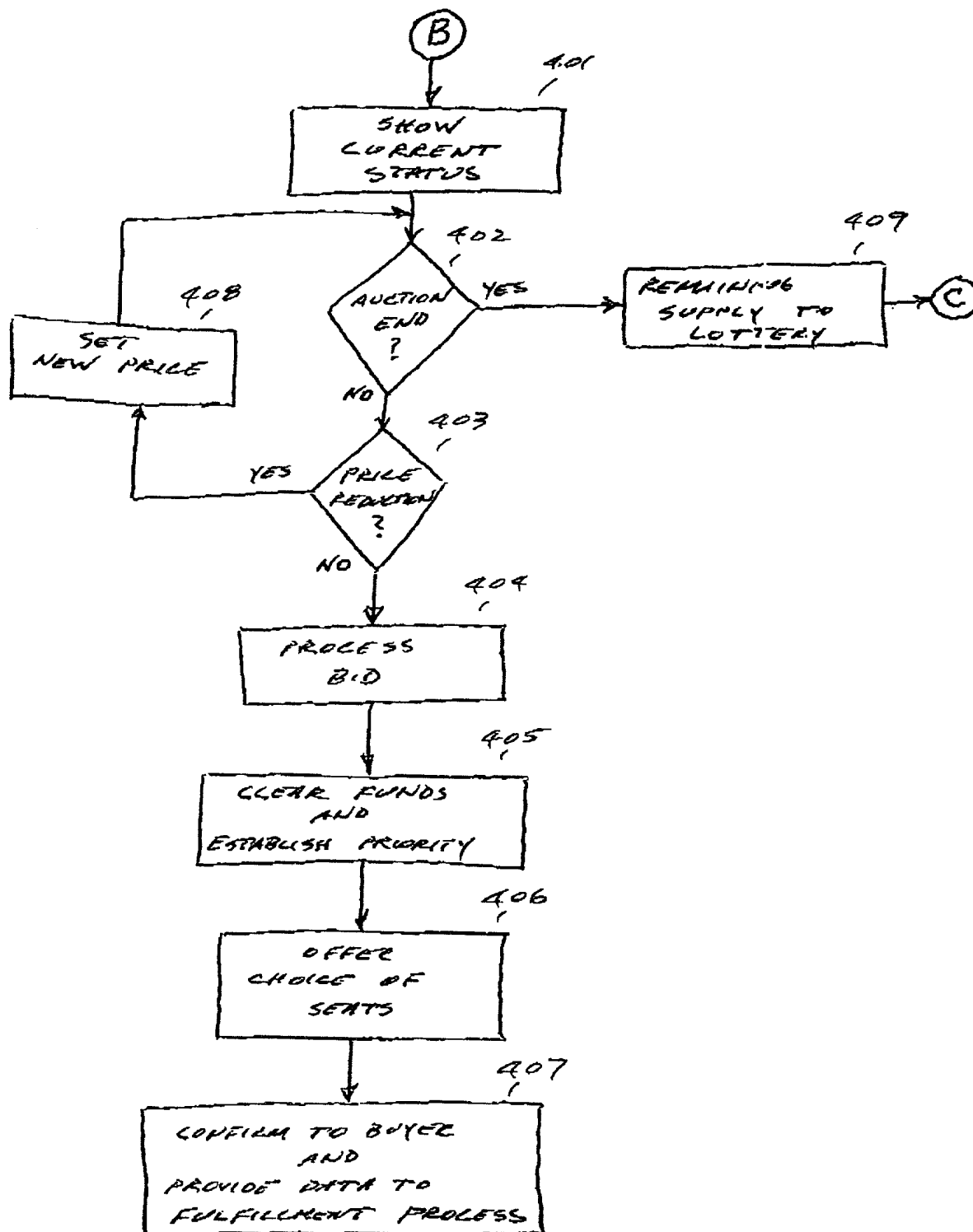


FIG. 4

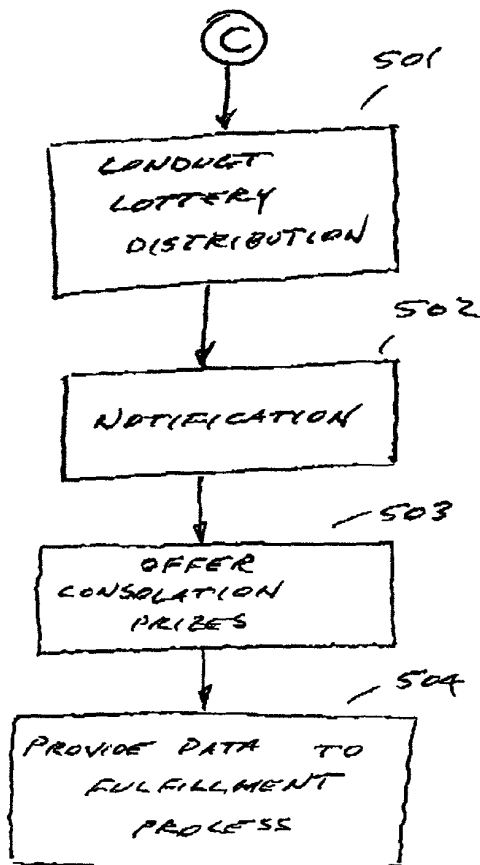


FIG. 5